

Atlantic Regional Local Human Rights Committee  
Meeting Minutes

- I. ***Date of Meeting:*** August 8, 2011
- II. ***Members Present:*** Valerie Guess, Chair; Kiana Hargrove, RN (Secretary); Marylin Copeland
- III. ***Others Members Present:*** Reginald Daye, Regional Advocate; Josue Desvarieux, Open Heart Services Center; Sara Goddard, Divine Behavioral Services; Renata Brown, Rosezanne's Ark; Sharon Davis, Harmony House; Renna Ebron, New Hope Family and Youth Relations; Jonathan Wade, Oasis Counseling Center; Vimal Amin, Divine House, LLC; Tracy Jarvis, Superior Community Services; Marsha Simpkins, Peaceful Surroundings, LLC; Joann Reinhold, F.A.C.E.S. Community Services; Adrienne Sears, F.A.C.E.S. Community Services; Jonathan Gibbs, Pathways Developmental Services. **\*All affiliated providers were represented at this meeting.**
- IV. ***Meeting was informally called to order*** at 9:18 am by chairperson, Ms. Valerie Guess, due to only two committee members being present at the time. A quorum was reached at 10:07 am when the third member arrived, and the meeting was ***officially called to order***. Prior to the meeting's official call to order, Mr. Daye's report was made. After the official call to order, all other agenda items were addressed. The meeting was held at F.A.C.E.S Community Services at 4041 Taylor Rd, Suite I, Chesapeake, VA 23321.
- V. ***Adoption of Agenda:*** The LHRC voted to adopt the meeting agenda with the following correction: F.A.C.E.S. Community Services will not be requesting affiliation for a new location on this date.
- VI. ***Approval of Minutes:*** The LHRC motioned, voted, and adopted the draft minutes submitted from the previous meeting on 5-9-11, with the following (2) corrections: 1) Harmony House--serious incidents changed from 1 to 0. 2) Rosezanne's Ark—New group home location address changed from "Pinebark Drive" to "Pinebark Road."
- VII. ***Old Business:*** A motion to adopt the agenda/minutes of the 5-9-11 meeting was placed before the committee members and was motioned and approved.
- VIII. ***New Business:*** Mr. Daye spoke at length regarding the new quarterly and annual reporting forms for providers. Copies of these forms were distributed to all affiliates. Mr. Daye stated that he will be forwarding electronic copies of these forms via email to the liaison; and the liaison will, in turn, forward to all affiliates.

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Mr. Daye advised that the new quarterly and annual reporting forms were approved by the Department of Human Rights and are now in effect, effective July 1, 2011. For our next meeting on November 14, 2011, providers are to submit their respective quarterly reports for the 3<sup>rd</sup> quarter (July 1—September 30). The next report after that will capture October 1—December 31, and so on. Providers should bring (2) copies of quarterly reports to meetings, henceforth. One copy is to be given to the committee, and one to the liaison for accurate reporting of meeting minutes. On the section of the quarterly report form where it addresses licensure standing, providers need to indicate the type of license they currently have (conditional, annual, triennial, etc.) and expiration date of license.

Annual reports shall be submitted at the agency's first meeting of the new year, and should be emailed to committee members and Mr. Daye by January 15<sup>th</sup>. Mr. Daye stated that the first annual report that affiliates complete (January 2012) should be a "semi-annual" report, as it will only reflect July 1, 2011—December 31, 2011. This should be noted at the top of this annual report.

Mr. Daye clarified a question that was brought up regarding reporting periods. Since there will typically be a lag in time between the end of the reporting quarter and the meeting, that does not mean that providers should wait to notify the committee of incidents of abuse or complaints that transpired after the quarter for which the report is being submitted. For example- if a complaint was received by an agency during October (with the next meeting being in November) the reporting period reflected on the quarterly report is July 1—September 30. The provider must report the incident during this meeting instead of waiting until the next one so that the complaint can be reviewed by the committee in a timely manner.

Mr. Daye advised that in the future the State Human Rights Office will be adopting an online reporting system for community based reporting like the system that is currently in place for large hospitals and facilities.

The nature of complaints in general was brought up. Mr. Daye clarified the difference between what constitutes a complaint that needs to be reported and one that does not need to be reported. It was explained that the difference was whether the complaint was consistent with the client's basic human rights, as listed in the DBHDS human rights regulations (dignity, services, fair treatment, etc.). Mr. Daye explained that service recipients need to be notified that they may choose to pursue a complaint through either the informal or formal process. If the informal process is chosen, or if the consumer has no preference, the complaint can be resolved at the

agency level once the consumer is satisfied with the agency's response. If the formal process is chosen by the consumer, the agency must follow all steps of the formal complaint process.

Mr. Daye advised that providers who use the "Crisis Wave" method of behavior management must ensure that the curriculum is now consistent with the new guidelines given by the state. Mr. Daye further explained that this is due to some of the "hands-on" techniques from the former program curriculum being deemed excessive and unsafe.

The committee members and Mr. Daye conferred and agreed that a schedule of future meetings for 2012 would be established at the next meeting on November 14, 2011.

IX. ***Financial Report:*** The representative from Oasis Counseling Center, present in lieu of Mr. Brown, submitted the financial report. It was reported that, as of July 31, 2011, the balance is \$3,000.00 with no expenses. No account activity was reported since the last report given on May 9, 2011.

X. ***Provider Reports:***

***Divine Behavioral Services***

Date of Licensure: 6-15-2009

# of Clients: 105 (75 Intensive In-home; 30 Mental Health)

Dues paid: Yes

Serious Incidents: No

Allegations of Abuse: No

Were there any Complaints: No

Were Restraints Used: No

Are there any Program Changes: No

Are there any Staff Changes: No

Are there any Additional Services: No

Behavioral Management: Crisis Wave

***Divine House, LLC:***

Date of Licensure: 4-10-2009

# of Clients: 4

Dues paid: Yes

Serious Incidents: No

Allegations of Abuse: No  
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Were there any Complaints: No  
Were Restraints Used: No  
Are there any Program Changes: No  
Are there any Staff Changes: No  
Are there any Additional Services: No  
Behavioral Management: TOVA

***F.A.C.E.S. Community Services:***

Date of Licensure: 5-5-2009  
# of Clients: 24  
Dues paid: Yes  
Serious Incidents: 1  
Allegations of Abuse: No  
Were there any Complaints: No  
Were Restraints Used: No  
Are there any Program Changes: Yes (Behavior management method switched to TOVA on June 1, 2001 – approved in previous meeting by LHRC)  
Are there any Staff Changes: 2 resignations, 2 new hires  
Are there any Additional Services: No  
Behavioral Management: TOVA

***Harmony House:***

Date of Licensure: 5-3-2010  
# of Clients: 2  
Dues paid: Yes  
Serious Incidents: No  
Allegations of Abuse: No  
Were there any Complaints: No  
Were Restraints Used: No  
Are there any Program Changes: No  
Are there any Staff Changes: Yes (3 direct support new hires)  
Are there any Additional Services: No  
Behavioral Management: TOVA

***New Hope Family & Youth Relations, Inc.:***

Date of Licensure: 4-8-2009

# of Clients: 5 (1 IHH; 4 MHSS)  
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Dues paid: Yes  
Serious Incidents: No  
Allegations of Abuse: No  
Were there any Complaints: No  
Were Restraints Used: No  
Are there any Program Changes: No  
Are there any Staff Changes: No  
Are there any Additional Services: No  
Behavioral Management: TOVA

***Oasis Counseling Center:***

Date of Licensure: 12-3-2008  
# of Clients: 30  
Dues paid: Yes  
Serious Incidents: No  
Allegations of Abuse: No  
Were there any Complaints: No  
Were Restraints Used: No  
Are there any Program Changes: No  
Are there any Staff Changes: No  
Are there any Additional Services: No  
Behavioral Management: CPI

***Open Hearts Services, LLC:***

Date of Licensure: 9-2011  
# of Clients: 2  
Dues paid: Yes  
Serious Incidents: No  
Allegations of Abuse: No  
Were there any Complaints: No  
Were Restraints Used: No  
Are there any Program Changes: No  
Are there any Staff Changes: No  
Are there any Additional Services: No  
Behavioral Management: TOVA

***Pathways Developmental Services, Inc.:***

Date of Licensure: 9-1-2009

# of Clients: 70

Dues paid: Yes

Serious Incidents: No

Allegations of Abuse: No

Were there any Complaints: No

Were Restraints Used: No

Are there any Program Changes: No

Are there any Staff Changes: 8 new counselors; 2 new licensed staff

Are there any Additional Services: No

Behavioral Management: TOVA

***Peaceful Surrounding, LLC:***

Date of Licensure: 7-15-2009

# of Clients: 4

Dues paid: Yes

Serious Incidents: No

Allegations of Abuse: No

Were there any Complaints: No

Were Restraints Used: No

Are there any Program Changes: No

Are there any Staff Changes: No

Are there any Additional Services: No

Behavioral Management: TOVA

***Rosezanne's Ark, LLC:***

Date of Licensure: 03-27-2009

# of Clients: 4

Dues paid: Yes

Serious Incidents: 1 (Occurred 5-8-11 and was still pending outcome at last meeting)

Allegations of Abuse: No

Were there any Complaints: No

Were Restraints Used: No

Are there any Program Changes: No

Are there any Staff Changes: 5 new residential counselors

Are there any Additional Services: Yes  
Behavioral Management: TOVA

***Superior Community Services, LLC:***

Requested affiliation for two (2) new sponsored residential group homes located at 444 River Arch Drive, Chesapeake, VA 23320 and 35 Albany Drive, Hampton, VA 23666. LHRC motioned and approved affiliation.

Date of Licensure: 4-15-2009

# of Clients: 2

Dues paid: Yes

Serious Incidents: No

Allegations of Abuse: No

Were there any Complaints: No

Were Restraints Used: No

Are there any Program Changes: No

Are there any Staff Changes: No

Are there any Additional Services: No

Behavioral Management: CPI

XI. ***Public Comment Period:*** There were no individuals who wished to address the committee during the public comment period.

XII. ***Future Meeting Location:*** The committee members established the following dates for future meetings.

***Future Scheduled Meetings for 2011:***

- a. ***11/14/2011 @ 9:00am*** at F.A.C.E.S. Community Services located at 4041 Taylor Road, Chesapeake, Va. 23321 757-478-8814.

XIII. ***Closed Session:*** 2.2-3711A (Entered Closed Session)

A motion was made and approved to go into closed session, per VA code 2.2-3711A, to review the following: complaint/serious incident reports for Peaceful Surroundings, Rosezanne's Ark, and F.A.C.E.S. Community Services.

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The LHRC then voted to come out of closed session. Upon entering into open session, each member certified that only the above noted items were discussed while in closed session.

There were no recommendations.

XIV. ***Adjournments:*** Meeting was adjourned at 10:55 am.